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ABSTRACT

Australia's retailing sector is the largest single industry of employment, with more than 1.2 million workers. It is characterized by high levels of part-time and casual employment; a young work force, including many young people still in full-time education; and employment widely distributed geographically. Over the past 10 years, employment has grown quite consistently and above the average for all industries. Retailing provides jobs for 51 percent of all teenagers in the work force. It has 43.2 percent of its occupations in the relatively unskilled elementary clerical, sales, and service group and a further 6.9 percent in the unskilled laboring and related category. Retailing has the closest balance of the sexes in total employment among all 17 industries divisions. It employs relatively more older workers than other industries. Retailing has a relatively low proportion of government vocational education and training (VET) funds targeted at it, despite being a major destination of employment for new graduates. Retailing employers are less satisfied with VET provision than those in most other industries. Technical and further education graduates working in retailing tend to rate the quality of their course quite high but its relevance quite low. Retailing employers spend less than all other industries except one on structured training for employees. In recent years, it has been the major employing sector for apprentices. (Appendix includes six tables.) (YLB)

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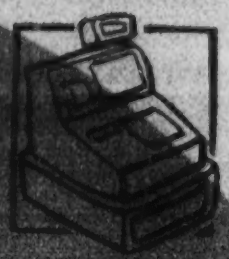

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Retail trade

1998

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Preface

THE RETAIL INDUSTRY training monograph is one of a series of monographs which has been designed to provide readers with an overview of occupational trends and the current training effort in each industry in Australia.

The monograph analyses data at the major Australian and New Zealand Standard Industry Classification (ANZSIC) industry division level, given that it is at this level most data are collected and disseminated. The monograph addresses:

- recent employment trends
- recent occupational trends in key skills areas
- current training arrangements, particularly training levels and outputs

The monographs bring together for the first time a range of survey data from the Australian Bureau of Statistics (ABS), together with graduate destination, employer satisfaction with training and other training data compiled for the Australian National Training Authority (ANTA) by the National Centre for Vocational Education Research (NCVER).

I would like to thank Tom Dumbrell for preparing these monographs and I would also like to acknowledge John Ray's contribution to the analysis of employment and occupation data.

NCVER acknowledges ANTA's significant contribution to the cost of this monograph in sponsoring its publication.

I hope that the material in this publication will be of interest to Australia's vocational, education and training (VET) sector. In particular the document is designed for industry decision-makers, policy-makers, teachers and trainers, researchers and students with an interest in VET.

Readers who are interested in more information about training markets or other areas of VET research are referred to the NCVER's research database, VOCED. Printed and diskette versions of VOCED can be obtained from NCVER (ph +61 8 8333 8400) or it can be accessed directly on the world wide web at the following address:

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Chris Robinson, National Centre for Vocational Education and Research Ltd

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The retail industry in Australia

Overview

THE RETAILING SECTOR is the largest single industry of employment in Australia, with more than 1.2 million workers in the industry, placing it just ahead of manufacturing.[1] It is characterised by high levels of part-time and casual employment, a young workforce, including many young people still in full-time education, and employment that is widely distributed geographically.

It has long been regarded as a sector that provides the first employment experience for many young people, but is not regarded as a long-term employment option by many of those who start in the sector, despite the fact that the majority of jobs in retailing are full time. For this reason it is often referred to as a 'vestibule' industry, providing the entry point into the broader labour market.

The predominant occupational group in the sector is, not surprisingly, sales assistant which, with more than 600 000 workers, is the largest single occupation in Australia. Only a little over half of these positions are full time, making sales assistant the largest part-time job category in the country.

Sales assistant is also the largest occupation for both men and women but is only the second largest full-time job for women, behind accounts clerks and the third largest full-time job for men, behind truck drivers and farmers.

The retailing industry is made up of three main sub-divisions: food retailing; personal and household goods; and motor vehicles retailing and servicing. Across all sectors it is made up of a relatively small number of large employers and many small employers, with about 138 000 establishments in all across Australia.

Given the geographical range of the industry, its internal diversity and its high proportion of short-term employment, it is not a big spender on training. During July to September 1996, retailing industry expenditure on structured training per employee was less than half the average of all industries, although hours spent in training per employee was better at 70% of the all-industry average. Training expenditure per employee in retailing, however, contrary to the trend across all industries, actually rose between 1993 and 1996.

[1] ABS, *Labour force, Australia*, cat.6203.0, November 1997

While training statistics generated under the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) do not allow a perfect comparison with industry data from the Australian Bureau of Statistics (ABS), it is clear that retailing is a sector that nationally receives relatively little government financial support.

Only about 2.5% of government-funded training occurs in the sales and personal service occupational area, the area which most closely matches retailing. (It also includes courses of training for the hospitality sector, among others.) Retailing is the industry that has the second lowest proportion (only ahead of agriculture) of its workforce with a post-school qualification. Less than 40% of the industry's workforce has a post-school qualification. The majority of Australian industries have between 40% and 60% of employees with post-school qualifications.

The survey on employer satisfaction with vocational education and training for 1997 (ESS), compiled by the National Centre for Vocational Education Research (NCVER), showed retailing to be among the industries with lower levels of satisfaction with technical and further education (TAFE) training. In that survey, retailing was the industry with the highest proportion of employers surveyed that employed recent vocational education and training (VET) graduates. This result might be explained by the industry's size and its provision of temporary jobs, rather than necessarily by a particular preference for VET graduates.

In the TAFE graduate destination survey for 1997 (GDS), also compiled by the NCVER, almost 14% of TAFE graduates were working in retailing when surveyed in May 1997. This put retailing second only to the community services and health sector as the main employer of recent VET graduates. On an occupational basis, almost 20% of those graduates were employed in sales and personal service jobs when surveyed. Typically, they had completed a certificate course or an associate diploma.

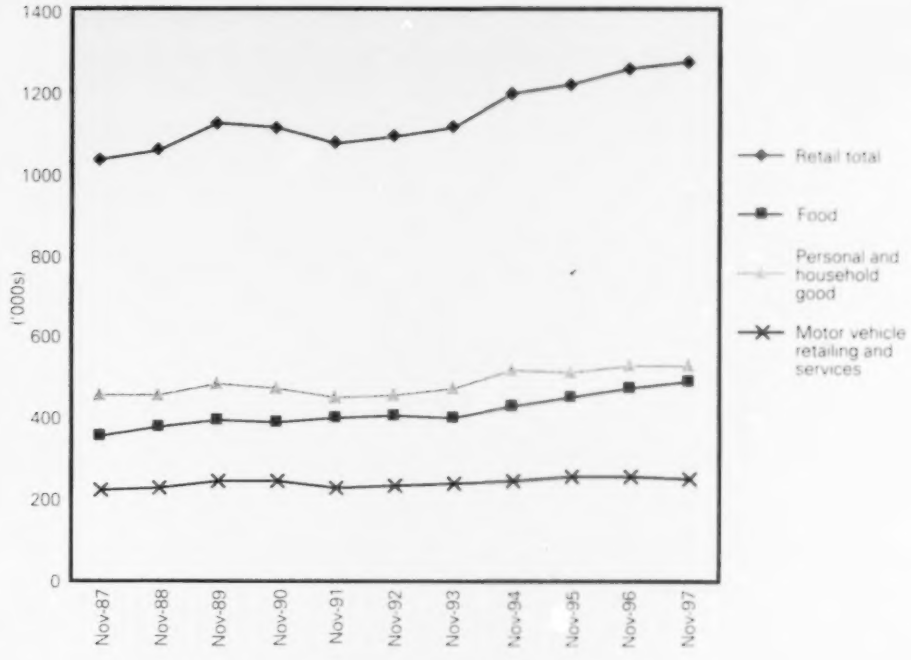
Over the last ten years the industry has shown consistent growth in employment, mostly in the food sector. While much of this growth has been in part-time employment, the industry has shown full-time jobs growth as well. Over the next few years, further above-average growth is expected by many forecasters.

An industry snapshot

Retailing has in recent years overtaken manufacturing as the largest industry of employment in Australia with over 1.2 million persons employed in the sector, representing around 13.4% of all persons employed. A small majority, about 52%, of its employees are female. The industry's gross product accounts for over 7% of total Australian gross domestic product (GDP).

Over the last ten years employment in retailing has grown quite consistently, and above the average for all industries, adding more than 240 000 jobs in that period, or growing by 23.3%. Over the same period, total employment grew by about 19%.

Chart 7.1: Employment in retailing by sub-sector, 1987–1997, Australia (ABS labour force survey)



Source: ABS, *Labour force, Australia*, cat.6203.0, 1987–1997

Table 7.1: Employment ('000s) in retail trade by sub-division, by gender and type of employment, Australia, November 1997

Industry sub-division	Males	Females	Full-time	Part-time	Total
Food retailing	*212.3*	*279.0*	*201.7*	*289.7*	*491.4*
Supermarket and grocery stores	83.8	128.9	85.0	127.8	212.8
Specialised food retailing	128.5	150.1	116.7	161.9	278.6
Personal and household good retailing	*198.5*	*333.7*	*300.1*	*232.3*	*532.5*
Department stores	28.1	73.3	35.2	66.2	101.4
Clothing and soft good retailing	17.7	70.5	47.9	40.3	88.3
Furniture, houseware and appliance retailing	57.0	38.4	71.4	24.0	95.5
Recreational good retailing	28.7	32.8	37.9	23.7	61.5
Other personal and household good retailing	50.6	113.1	89.6	74.2	163.8
Household equipment repair services	16.4	5.6	18.1	3.9	22.0
Motor vehicle retailing and services	*202.8*	*50.8*	*208.3*	*45.3*	*253.6*
Motor vehicle retailing	52.0	8.2	56.5	3.7	60.2
Motor vehicle services	150.8	42.6	151.8	41.6	193.4
Total	**613.8**	**663.7**	**710.2**	**567.3**	**1277.5**

Source: ABS, *Labour force, Australia*, cat.6203.0, November 1997

Retail turnover in Australia rose quite strongly between December 1996 and 1997 by 4.7%. In December 1997 total retail turnover amounted to more than $11.2 billion. Towards the end of 1997 turnover showed signs of slowing, with food retailing and households goods contributing most to the slowdown, with the trend more evident in the major eastern States.

On the latest figures available there were 138 700 retailing establishments operating in Australia (1994–1995), of which 134 700 were classified as small businesses. This means that retailing is the second largest business when measured both in terms of total establishments and in terms of small businesses, behind building and construction.

Employment in retailing is distributed fairly evenly across Australia in proportion to population. The following table shows the number of people employed in the industry by State, by sex.

Table 7.2: Employment ('000s) in retailing by State/Territory, 1995

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Males	186.5	150.2	106.3	45.6	57.5	14.7	5.2	11.6
Females	199.6	148.0	119.7	48.1	62.7	15.4	5.0	10.3
Total	**386.1**	**298.2**	**226.0**	**93.7**	**120.3**	**30.1**	**10.2**	**21.8**

Source: ABS, *Labour force, Australia*, cat.6204.0, 1995

In New South Wales, Queensland, Western Australia, Tasmania and the Northern Territory, retailing is the largest employing industry, while in Victoria and South Australia it is second to manufacturing in importance. In the Australian Capital Territory it is second largest after government administration and defence.

Average hours worked per employee are relatively low in retailing. For females the average weekly hours worked (November 1997) were 25.4 against an all-industry average for women of 29 hours. Similarly, for men the average hours worked in retailing were 37.5, against a weekly average across all industries for men of 40.6 hours.

About 24% of all retailing employees were born outside Australia, a proportion similar to the total workforce.

Retailing provides jobs for 51% of all teenagers in the Australian workforce, swamping all other sectors in importance as a first industry of employment for most young people. This means there are about 300 000 teenagers working in retailing out of a total of 586 000 teenagers in the employed workforce. The next most significant industry of employment for teenagers—accommodation, cafés and restaurants—employs only 52 700 young people across Australia.

Teenagers represent 23.5% of all workers in retailing, whereas they represent only 6.9% of all workers across all industries.

- Retailing is the largest employing industry in Australia with over 1.2 million workers.
- Retailing jobs have grown more quickly over the last decade than total jobs.
- Of all jobs in retailing, 45% are part time.
- Women account for 52% of the workers in retailing.
- More than half of all teenagers working in Australia have a retailing job.

Occupational composition

The following table shows the broad occupational groups within retailing, and compares their percentage share with the total workforce.

Table 7.3: Occupational profile, retailing and total workforce, Australia, November 1997

Occupation group	Retailing %	Total workforce %
Managers and administrators	1.4	7.6
Professionals	2.5	17.4
Associate professionals	14.1	10.5
Tradespersons and related	14.0	13.2
Advanced clerical and service	2.0	4.5
Intermediate clerical/sales/service	8.6	17.1
Intermediate production/transport	7.2	9.2
Elementary clerical/sales/service	43.2	10.5
Labourers and related	6.9	10.1
Total	**100.0**	**100.0**

Source: ABS, *Labour force, Australia*, cat.6203.0, November 1997

Clearly, the retailing industry is quite different in its occupational structure to the total workforce. Retailing has 43.2% of its occupations in the relatively unskilled elementary clerical, sales and service group, and a further 6.9% in the unskilled labouring and related category—in all, over half its workforce is in low-skill-level jobs. The total workforce has only around 20% in these two categories.

Retailing employs a relatively lowly qualified workforce. Consistent with the occupational profile outlined above, its qualifications profile is also below the total workforce average. In part, of course, this can be explained by the industry's high reliance on teenage workers (23.5% of the retail workforce), many of whom are either still at school or in some other form of study. The following table shows the qualifications profile of those working in the retail sector as at May 1997.

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Table 7.4: **Qualifications of retail workers, percentage distribution, Australia, May 1997**

	Bachelor's degree or higher	Diploma/ associate diploma	Skilled vocational	Basic vocational	Without post-school qualification
Retailing	5.3	4.2	11.3	7.5	60.2
Total industry	**17.2**	**9.0**	**12.6**	**9.4**	**49.4**

Source: ABS, *Transition from education to work*, cat. 6227.0, May 1997

In the ABS 1993 publication *Training and education experience, Australia*, retailing was highlighted as one of the main industry sectors employing a high proportion of persons without post-school qualifications. At that time, 68.9% of retailing employees lacked a post-school qualification, with a significant gap between males (58.9% without qualifications) and females (with 77.1% lacking post-school qualifications). In real terms this meant that almost three-quarters of the almost half a million females in retailing in Australia lacked a formal post-school qualification. While there has been an improvement since then, it is clear that for many of the women in the industry, the lack of a credential is not simply because they are teenagers.

Occupational trends and skills shortages

As noted earlier, there has been strong growth in retailing in recent years. Over the last decade employment has risen by about 26%, well above the 17% growth in total employment. The following table shows the main occupations where the changes have occurred.

Table 7.5: **Employment growth ('000s) by selected occupation, retailing, Australia, 1987–1996 (occupations with over 20 000 employed)**

	Managing supervisors	Vehicle trades	Food trades	Numerical clerks	Sales assistants	Cashiers etc.	Misc. sales-persons	Labourers	Total
1987	118.4	83.0	38.1	41.1	367.5	49.9	32.7	77.1	992.5
1996	117.1	110.1	39.[illegible]	54.3	488.8	85.0	28.6	108.9	1249.8
Change	**–1.3**	**27.1**	**1.0**	**13.2**	**121.3**	**35.1**	**–4.1**	**31.8**	**257.3**

Source: ABS, labour force survey, various

An above-average proportion of employers in retailing, 34%, believed there were insufficient VET graduates available to meet their needs. On the other hand, 65% believed there were sufficient numbers and 1% could not say.

Of those employers who identified shortages, 68% believed that the shortages existed in the trades area. As most employers of motor vehicle mechanics are coded to retailing by the ABS, it is likely that these make up a substantial proportion of employers identifying shortages. The strong growth evident in the vehicle trades in the above table supports this assumption. Of those employers who believed there were shortages, 34% also identified the sales and service area as one where they experienced shortages, a surprisingly high response.

Hours of work and earnings

Retailing is an industry characterised by a high level of part-time work, with almost 45% of the jobs in the sector being part time. The following table summarises employment in the industry by hours worked and by sex, as at November 1997.

Table 7.6: Retail employment, by sex and hours worked, Australia, November 1997

	Full-time ('000s)		Part-time ('000s)		Total ('000s)	
	No.	%	No.	%	No.	%
Males	449.7	63.3	164.1	28.9	613.8	48.0
Females	260.5	36.7	403.2	71.1	663.7	52.0
Total	**710.2**	**100.0**	**567.3**	**100.0**	**1277.5**	**100.0**

Source: ABS, *Labour force, Australia*, cat.6203.0, 1997

Retailing is the industry that has the closest balance of the sexes in terms of total employment among all 17 industry divisions. Retailing accounts for more than one in four of all part-time jobs in Australia.

The industry enjoys among the lowest labour costs per employee, second only to accommodation, cafés and restaurants. In 1993–1994 retailing labour costs per employee were $19 435, compared with the national average of $32 755. Again, it needs to be kept in mind that the industry accounts for almost half the jobs for teenagers in Australia and, therefore, it is not surprising that its labour costs are low when a high proportion of its wages are paid at junior rates. Average weekly full-time earnings in retailing are, nevertheless, below the national average. On the latest available figures (May 1996), average weekly full-time adult earnings in the industry were $571, the second lowest of all industries after accommodation, cafés and restaurants, and more than $150 below the national average.

- Fewer than 4% of workers in retailing are in the management or professional occupational groups. About one in four workers across all industries are found in these areas.
- Retailing has a low qualifications profile, with 60% of its workers lacking a post-school qualification—but only 23% of its workforce are teenagers.
- Retailing also employs relatively more older workers (over 45) than other industries.
- More than one in four of all part-time jobs in Australia are in retailing.

7

Training in retailing

There is a fundamental dilemma with existing training statistics when an analysis of training activity by industry is attempted. Students enrolled in TAFE colleges and with other VET providers are not necessarily associated with an employer and hence with a specific industry. The Australian National Training Authority (ANTA) attempts to relate each course to the industry most likely to employ graduates of that course, but this is obviously a difficult task.

ANTA's analysis of government-funded VET activity suggests that retailing receives a small proportion of government funds. (See table A7.1 in the appendix.) As noted above, one estimate suggests that retailing only receives about five hours of government-funded training per person employed in retailing, compared with an overall average of 27 hours.

On another analysis by ANTA, only about 2.6% of government-funded training activity was directed at sales and personal service jobs. It needs to be kept in mind that less than 60% of total training hours were allocated to specific industry training areas—over 40% of government VET-funded activity was targetted at general education, business and clerical and related general areas of training. It is likely that many of the graduates from these areas would have acquired skills appropriate to some parts of retailing.

Moreover, when the destinations of TAFE graduates are examined, see below, it is apparent that retailing is a significant consumer of government-funded VET provision. Retailing, in 1997, was the second largest employer of recent TAFE graduates, providing jobs for nearly 14% of all surveyed graduates. To some extent the historically low level of public funding directed specifically at retailing has been the result of TAFE provision not being sufficiently flexible to meet the needs of retailing. The implementation of new training packages under New Apprenticeships might see a substantial shift towards government funding for retailing.

8

Employer satisfaction with VET

As noted earlier in this monograph, the 1997 ESS revealed retailing as one of the industries with a relatively low satisfaction rating for TAFE training. Nevertheless, the satisfaction scores for all industries were only spread across a narrow range, between 5.9 and 6.9 out of 10, with retailing giving TAFE a 6.5 rating. This does not necessarily imply widespread or deep-seated dissatisfaction with TAFE training in the industry. There were, however, only two other industries out of 17 which registered a lower level of satisfaction with TAFE than retailing. Retailing did rate non-TAFE VET providers ahead of TAFE.

Retailing was more likely to employ VET graduates who started work with the organisation prior to graduating. It is apparent then that despite being in a somewhat better position to influence the employee's choice of training provider, and being the largest industry sector employing VET graduates, retailers as a whole have so far failed to bring this influence to bear on the training market.

It seems apparent that there are still shortcomings in the way estimates of government activity by industry target group are measured. While funding directed to retailing appears to be low, the industry's significant uptake of recent graduates indicates that despite retailing's comparatively high level of dissatisfaction with VET training and a relatively low level of training targetted specifically at retailing, it is still absorbing substantial numbers of graduates. It is reasonable to assume that many generalist graduates from VET are gaining skills appropriate to the industry.

In the 1997 ESS employers were asked to identify those areas of training provision most in need of improvement. Retailing employers' responses generally followed the overall pattern of all employers. However, their priorities varied somewhat from the industry average.

Retailers gave highest priority to improving the capacity of VET graduates to work without supervision, with 17.5% giving this as the highest need. The next highest ratings were given to improving VET graduates' work skills compared to non-graduates and improving their work ethic. These areas were among the top four priorities for employers across all industries. However, while employers across all industries rated improving the content of courses as the highest priority, this area did not get a high rating among retailing employers.

The implication is that some retailing employers expect the VET experience to lead to behavioural changes in students and, while they are generally satisfied with the factual content of the training curriculum, they are not satisfied that VET is noticeably changing the maturity and independence of students.

- Retailing has a relatively low proportion of government VET funds specifically targetted at it. However, it is a major destination of employment for new graduates.
- Retailing employers were less satisfied with VET provision than those in most other industries.

VET graduates in retailing

The 1997 GDS found that retailing was the second largest industry of employment for 1996 TAFE graduates, after the health and community services sector. Overall, 13.9% of 1996 TAFE graduates were employed in the retailing industry, up from 12.7% at the time of the 1995 survey.

On an occupational basis the sales and personal services area was also the second highest destination for 1996 TAFE graduates. Of the 43 000 graduates in the survey, about 8500 were working in sales and personal service jobs when contacted. The only occupational group that recorded more TAFE graduates in the survey was the tradespersons category.

In the 1997 survey almost 20% of TAFE graduates were employed in the sales and personal services occupational group. The main qualifications held by TAFE graduates

entering retailing were, in order, certificate (other), associate diploma, Australian Qualification Framework (AQF) certificate III and advanced certificate (other).

Of those graduates working in sales and personal service jobs, as a result of undertaking their TAFE course:

- over 33% had either found a job or changed their job
- about 23% had received an increase in earnings as a result of having undertaken their TAFE course, while
- 15% had received a promotion

Graduates in the 1997 survey generally rated their course of study quite highly. In regard to the overall quality of the course they had undertaken, 84% of graduates working in retailing gave a score of at least 7 on a 10-point scale. Using the same scale, 72% of those working in retailing rated the question as to whether 'course content reflects industry practice' at least a 7, about the same score given on this question by all employed graduates surveyed.

One area that emerged as unsatisfactory in the view of VET graduates working in retailing was the adequacy of information provided about careers and jobs available. Only 44% rated this at least a 7 on the 10-point scale. This was, nevertheless, somewhat better than the rating given to this item by all graduates surveyed, with only 41% of the total survey population giving a 7 or better.

The major reasons for undertaking their course of study among graduates working in retailing were either to get a job, because the course was a requirement of their current job, or to get a better or different job. While the majority were either fully or partially successful in their objectives, many were unable to judge at that stage, indicating that their objectives might be expected to be achieved over a longer time period.

Whether the jobs currently occupied simply represent graduates taking casual jobs while waiting for a permanent job in another industry, perhaps more directly related to their qualifications, is not clear at this stage but is worthy of further investigation. To some extent this conjecture is supported by data from the 1995 GDS which found that of those graduates who had been unemployed before doing their TAFE course, the largest number found employment in retailing.

The assumption that some graduates entered retailing as a stop-gap could perhaps also be supported by another finding of the 1995 survey. A little over 8% of all graduates in the survey who were working had taken more than three months to find a job, while almost 10% of those working in retailing had taken more than three months to become employed. At the 1997 survey a relatively high 42% of graduates were working part time when surveyed.

When rating the various aspects of their course in the 1997 survey, graduates working in retailing generally gave ratings close to or above the average for all graduates. Counting those who gave a rating of at least 7 on a 10-point scale, only three responses varied from the average by more than three percentage points. Graduates working in retailing gave:

- a better score than average in regard *to information provided in relation to careers and jobs in the industry* (but still a poor 44% versus 41% across all industries)
- but below-average scores for *the usefulness of their course for job prospects* and, no doubt related to this, *how well employers regarded their qualification*

In the 1995 GDS, almost exactly 50% of the surveyed graduates across all industries found their TAFE course to have been 'highly relevant' to the job they were in at the time of the survey (about six months after finishing their course). Levels of satisfaction, however, varied according to both the industry sector and the occupation of the graduate. The following tables show, for the main industries and all occupational groups, the proportion of graduates rating their TAFE course as 'highly relevant'.

- TAFE graduates working in retailing tended to rate the *quality* of their course quite highly but rated the *relevance* quite lowly.
- Like graduates working in most other industries, they were not very satisfied with the provision of information on careers and jobs.
- A high proportion of graduates working in retailing, 42%, were working part time.
- It is not clear what proportion of those working in retailing saw the industry as their longer-term career.

Table 7.7: Proportion of TAFE graduates by industry, rating their course 'highly relevant to their job', 1995 and 1997 GDS

Industry	Proportion rating 'highly relevant'	
	1995 survey	1997 survey
Manufacturing	52%	51%
Construction	70%	69%
Retail trade	**39%**	**38%**
Accommodation, cafés and restaurants	51%	45%
Property and business services	55%	51%
Health and community services	62%	62%

It is clear from the above that over the last two GDS, graduates working in retailing, while generally satisfied with most aspects of their courses, did not regard their studies as being as relevant as graduates working in the other major destination industries for TAFE graduates.

Average weekly earnings for graduates in retailing were lower than in all other sectors apart from accommodation, cafés and restaurants. Full-time workers in retailing also recorded the second lowest average weekly earnings behind accommodation, cafés and restaurants, although retailing showed by far the smallest difference between full-time earnings for males and females.

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Table 7.8: Proportion of TAFE graduates by occupational group rating their course 'highly relevant', 1995 GDS

Occupational group	Proportion rating 'highly relevant'
Managers and administrators	49%
Professionals	50%
Para-professionals	57%
Tradespersons	74%
Clerks	41%
Sales and personal service workers	43%
Plant and machine operators and drivers	27%
Labourers and related	31%

In all industries surveyed, female TAFE graduates working full time earned less than their male counterparts. However, the difference in retailing was only $4 per week. In several industry sectors the difference was over $150 per week and in mining the difference was more than $300 per week.

Employer support for training

The ABS employer training expenditure survey (TES) (cat.6353.0) is the main source of data on how much employers spend on their own structured training. The TES shows that during the three-month survey period, employers in retailing spent 3.39 hours per employee in 1996, down from the 4.14 hours in 1993 under the Training Guarantee arrangements. Over the same period the retail industry's proportion of gross wages and salaries spent on training declined marginally from 1.96% to 1.92%.

Additionally, over this period the proportion of retailing employers providing training actually fell from 18.57% in 1993 to 14.15% in 1996. Against the general trend, however, expenditure per employee actually rose in retailing over the three-year period from $74.23 to $88.11, whereas for all industries training expenditure per employee fell over the same period from $191.25 to $185.49.

Clearly, retailing is still well behind most other industries in its spending on training per employee, with only accommodation, cafés and restaurants providing less.

The 1995 GDS showed that about 40% of graduates who were employed in the final semester of their course received some form of assistance from their employer, largely through payment of fees or paid time off to attend classes.

This level of support was lower than in some other industries that were significant employers of graduates attending TAFE courses. Overall, around 51% of all surveyed graduates received some form of employer support. In the other industry sectors employing large numbers of graduates, the levels were:

- manufacturing 69%
- health and community services 49%
- property and business services 50%
- accommodation, cafés and restaurants 39%
- government administration and defence 76%
- personal and other services 64%

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From the same survey, when analysed by occupation, persons working in the sales and personal services occupational group had the lowest level of employer support for TAFE attendance. The level of employer support for students employed in their final semester, by occupational group, was as follows:

- managers 57%
- professionals 46%
- para-professionals 64%
- tradespersons 76%
- clerks 54%
- sales and personal workers 38%
- plant and machine operators and drivers 52%

If the retailing industry was to achieve the all-industry average for employer expenditure on structured training per employee, additional expenditure of almost $120 million would be required.

- Retailing employers spend less than all other industries except accommodation, cafés and restaurants on structured training for their employees.
- To reach the industry average for training expenditure per employee, retailing would need to spend an additional $120 million.
- Over recent years, retailing (with the wholesale sector) has been the major employing sector for apprentices.

Retailing, which includes motor vehicles sales and service, is more likely to get its VET training via apprenticeships, and increasingly via traineeships. As yet, retailing is less likely than the average industry to employ VET graduates from certificate and diploma courses. Out of all industries, only building and construction employers were less likely to employ VET certificate (other than trade certificates) or diploma graduates than retailing. Retailing employers were relatively more likely than most employers to employ graduates who had completed an apprenticeship, with 48% of employers in the ESS employing former apprentices. This compared with only 28% of all employers surveyed.

Retailing, largely through the motor vehicle sales and service, and food sub-divisions, is a significant employer of apprentices, as shown in the following table where it is grouped with the wholesale sector. Retail and wholesale combined was the largest single industry employing apprentices in 1997.

Major apprenticeship categories within the retailing industry are motor mechanics (as retailing includes motor vehicle sales and service), florists, bakers and butchers. Many trainees working in the retailing sector undertake traineeships not specifically directed at retailing, such as the small business traineeship.

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Table 7.9: No. of apprentices ('000s) by industry of employment, 1995–97, Australia

Industry	1995	1996	1997
Manufacturing	35.2	30.5	25.2
Construction	26.3	27.5	23.2
Wholesale/retail	**30.5**	**28.3**	**35.3**
Accommodation/cafés/restaurants	5.7	8.8	13.7
Cultural/recreation/personal services	8.0	10.6	7.8
Other	13.5	20.6	15.9
Total	**119.2**	**126.3**	**121.1**

Source: ABS, *Transition from education to work*, cat.6227.0, May 1997

Some training issues in retailing

- To what extent will the introduction of new training packages under New Apprenticeships see a redirection of government training funds to the retailing industry?
- What level of expansion of training provision is justified on the basis of likely growth in the industry over the medium term? Will employment continue to grow or will the introduction of electronic commerce see traditional, face-to-face retailing decline in importance? If this occurs, what new mix of skills will be appropriate for those working in electronic commerce?
- How can the image of the industry be changed to give it more credibility as a source of more than just casual or 'vestibule' jobs? Does the industry prefer not to train and retain a low skilled workforce? Will this approach see the sector succumb to international competition via internet trading? How might the sector introduce widespread and high quality training?
- To what extent is retailing a vestibule industry; that is, a source of jobs for young people in full-time education and an introduction to employment, but not an industry that they perceive as providing long-term and high quality employment? How will this affect the industry in the future and will it continue to be this way?

- How can the high level of access retailing has to the young *employed* who are still at school be used to provide recognition of a wider range of broad workplace competencies? Should school-based vocational education more actively seek to co-ordinate its provision with the employment many current students would be experiencing?
- What can the VET sector do to meet employers' expectations of behavioural changes in students entering retailing, towards greater maturity and independence?
- What should TAFE and other VET providers do to improve the perceived relevance of their training provision, and the regard for the retailing qualifications afforded by retailing employers?

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Appendix

The following table is extracted from the Australian National Training Authority (ANTA) resource allocations for 1997 document, available at their website. It shows the planned allocations of government-funded training between the ANTA-defined 'training areas' in terms of 'annual hours curriculum' (AHC).

Table A7.1: Key national shifts in activity between 1996 revised estimates and 1997 projected activity (AHC '000s)

Industry training area	1996 revised	1997 projected	Total increase	Total increase as % of 1996 revised	% of overall increase
Category A					
Arts, Entert, Sports and Rec.	11 408	11 928	520	4.6	5.5
Automotive	8 221	8 576	355	4.3	3.7
Building and Construction	18 785	19 009	224	1.2	2.4
Comm. Services, Health and Ed.	20 910	22 382	1 471	7.0	15.5
Finance, Banking and Insurance	3 420	3 468	48	1.4	0.5
Food Processing	2 454	2 851	396	16.1	4.2
TCF and Furnishings	5 714	5 813	100	1.7	1.0
Communications	1 883	1 963	80	4.3	0.8
Engineering and Mining	15 654	16 607	952	6.1	10.0
Primary Industry	11 874	12 217	343	2.9	3.6
Process Manufacturing	397	479	82	20.6	0.9
Sales and Personal Service	6 527	6 752	225	3.4	2.4
Tourism and Hospitality	16 707	18 151	1 444	8.6	15.2
Transport and Storage	1 686	1 851	164	9.8	1.7
Utilities	11 898	12 145	247	2.1	2.6
Category B					
Business and Clerical	42 412	43 117	705	1.7	7.4
Computing	11 969	12 641	672	5.6	7.1
Science, Technical and Other	6 727	6 870	143	2.1	1.5
Category C					
Gen. Education and Training	40 046	41 212	1 166	2.9	12.3
Unallocated	622	779	157	25.2	1.6
Total	**239 316**	**248 810**	**9 494**	**4.0**	**100.0**

Note: TCF – textiles, clothing and footwear

Source: Publications, *ANTA Resource Allocations 1997*, <www.anta.gov.au>

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Table A7.2: Employed persons by occupation in the retail trade industry, 1987 and 1996

Occupation (ASCO 4-digit)	1987 ('000s)	1996 ('000s)	Change 1987 to 1996 ('000s)	Change 1987 to 1996 Average annual %
1303 Sales and marketing managers	5.0	5.7	0.7	1.5
1501 Shop managers	114.0	111.5	–2.5	–0.3
1503 Restaurant and catering managing supervisors	2.6	4.3	1.7	5.9
1601 Managing supervisors (other business)	4.7	4.7	0.0	0.0
2307 Pharmacists	7.9	9.8	1.9	2.5
3913 Procurement officers	2.4	3.8	1.4	5.4
4103 Metal fitters and machinists	3.1	4.0	0.9	3.0
4305 Automotive electricians	5.7	5.3	–0.4	–0.8
4601 Vehicle mechanics	55.1	78.0	22.9	4.1
4603 Panel beaters	20.9	20.8	–0.1	–0.1
4605 Vehicle painters	5.1	9.6	4.5	7.5
4701 Meat tradespersons	23.9	24.0	0.1	0.0
4703 Bakers and pastrycooks	9.9	9.2	–0.7	–0.8
4705 Cooks	4.2	5.9	1.7	4.0
4911 Garment tradespersons	4.3	1.0	–3.3	–15.4
4999 Other tradespersons	4.5	5.9	1.4	3.1
5101 Office secretaries and stenographers	8.7	11.3	2.6	3.0
5201 Data processing machine operators	5.0	5.2	0.2	0.4
5301 Accounting clerks	41.1	54.2	13.1	3.2
5505 Stock and purchasing clerks	6.6	8.2	1.6	2.5
5601 Receptionists and information clerks	5.7	7.8	2.1	3.6
5999 Other clerks	5.8	0.3	–5.5	–28.7
6201 Sales representatives	7.4	10.4	3.0	4.0
6301 Sales assistants	367.5	488.8	121.3	3.3
6403 Cashiers	49.5	84.1	34.6	6.2
6501 Street vendors canvassers and sales drivers	14.7	11.3	–3.4	–3.0
6505 Waiters and waitresses	5.4	4.6	–0.8	–1.8
6599 Other salespersons	12.4	12.3	–0.1	–0.1
7105 Truck drivers	9.4	17.9	8.5	7.6
8101 Trades assistants	4.0	5.6	1.6	3.9
8105 Hand packers	7.8	6.7	–1.1	–1.7
8199 Other trades assistants and factory hands	3.4	4.0	0.6	1.9
8205 Nursery and garden labourers	1.8	4.2	2.4	10.2
8301 Cleaners	12.4	18.6	6.2	4.7
8907 Storemen/women	39.2	46.3	7.1	1.9
8919 Kitchenhands	20.4	41.9	21.5	8.6

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Occupation (ASCO 4-digit)	1987 ('000s)	1996 ('000s)	Change 1987 to 1996 ('000s)	Change 1987 to 1996 Average annual %
8923 Vehicle accessories fitters	5.0	9.5	4.5	7.6
8999 Other labourers and related workers	9.6	8.3	–1.3	–1.6
Other occupations	76.4	84.8	8.4	1.2
Total all occupations	**992.5**	**1249.8**	**257.3**	2.7

Note: As estimates of less than 3500 are subject to high statistical error, they are listed against specific occupations only where there was a higher estimate in either 1987 or 1996. Where estimates of less than 3500 were recorded for both 1987 and 1996, they are included in the 'other occupations' category

Australian Standard Classification of Occupations (ASCO)

Source: ABS labour force survey, unpublished data

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Table A7.3: Educational qualifications, retail industry, 1996 Census, Australia, by major occupational group

Retail trade	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
ASCO code and occupation									
1 Managers and Administrators	4 543	1 508	1 277	5 349	1 272	13 949	2 549	20 288	36 786
2 Professionals	13 598	1 491	1 341	1 554	764	18 748	2 600	8 424	29 772
3 Associate Professionals	10 421	5 221	4 161	20 361	4 898	45 062	11 206	105 603	161 871
4 Tradespersons and Related Workers	1 447	1 239	1 416	84 514	1 964	90 580	9 338	49 127	149 045
5 Advanced Clerical and Service Workers	1 019	801	782	899	1 441	4 942	2 620	16 300	23 862
6 Intermediate Clerical, Sales and Service Workers	3 855	1 876	2 298	9 242	3 513	20 784	6 852	67 867	95 503
7 Intermediate Production and Transport Workers	1 515	605	950	5 541	1 564	10 175	4 861	61 933	76 969
8 Elementary Clerical, Sales and Service Workers	11 887	5 014	5 717	13 032	8 963	44 613	28 844	310 489	383 946
9 Labourers and Related Workers	1 025	539	633	3 084	1 032	6 313	5 255	57 587	69 155
0 Inadequately described	162	79	75	652	77	1 045	350	2 482	3 877
Not stated	125	52	43	504	71	795	976	4 091	5 862
Not applicable	–	–	–	–	–	–	–	–	–
Total	**49 597**	**18 425**	**18 693**	**144 732**	**25 559**	**257 006**	**75 451**	**704 191**	**1 036 648**

Source: ABS, 1996 Census of population and housing

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Table A7.4: Educational attainment of employed persons by industry, occupation (3-digit ASCO) and type of post-school qualification at 1996 Census

Retail trade ASCO code and occupation	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
100 Managers and Administrators nfd	829	410	288	1 997	331	3 855	905	6 506	11 266
110 Generalist Managers nfd	0	0	0	0	0	0	0	0	0
111 General Managers and Administrators	657	203	145	756	139	1 900	281	2 233	4 414
119 Miscellaneous Generalist Managers	100	66	44	357	42	609	122	960	1 691
120 Specialist Managers nfd	132	31	28	104	36	331	54	466	851
121 Resource Managers	933	208	246	378	187	1 952	298	2 481	4 731
122 Engineering, Distribution and Process Managers	381	117	106	432	94	1 130	147	1 272	2 549
123 Sales and Marketing Managers	1 117	351	306	1 006	357	3 137	602	5 459	9 198
129 Miscellaneous Specialist Managers	334	82	48	120	47	631	75	422	1 128
131 Farmers and Farm Managers	60	40	66	198	39	403	65	488	956
200 Professionals nfd	84	14	31	29	6	164	18	123	305
210 Science, Building and Engineering Professionals nfd	0	0	0	0	0	0	0	0	0
211 Natural and Physical Science Professionals	131	12	7	6	3	159	26	58	243
212 Building and Engineering Professionals	205	37	65	169	15	491	51	130	672
220 Business and Information Professionals nfd	28	8	7	9	10	62	7	60	129
221 Accountants, Auditors and Corporate Treasurers	1 263	192	381	48	51	1 935	195	908	3 038
222 Sales, Marketing and Advertising Professionals	979	251	280	556	226	2 292	328	2 554	5 174
223 Computing Professionals	897	135	172	107	98	1 409	116	775	2 300
229 Miscellaneous Business and Information Profs	432	118	107	249	108	1 014	173	1 509	2 696
230 Health Professionals nfd	6	3	0	0	0	9	0	0	9
231 Medical Practitioners	45	3	0	0	0	48	4	5	57
232 Nursing Professionals	131	155	12	4	15	317	38	36	391
238 Miscellaneous Health Professionals	7 957	66	41	6	20	8 090	1 250	424	9 764

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Retail trade ASCO code and occupation	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
240 Education Professionals nfd	3	0	0	0	0	3	0	0	3
241 School Teachers	189	55	14	10	7	275	17	71	363
242 University and Vocational Education Teachers	291	57	13	14	12	387	14	63	464
249 Miscellaneous Education Professionals	172	68	32	25	32	329	44	266	639
250 Social, Arts and Miscellaneous Professionals nfd	0	0	0	0	0	0	0	0	0
251 Social Welfare Professionals	78	30	9	15	11	143	24	70	237
252 Miscellaneous Social Professionals	83	6	3	6	3	101	10	37	148
253 Artists and Related Professionals	549	254	142	249	123	1 317	242	1 242	2 801
254 Miscellaneous Professionals	71	29	24	49	22	195	42	93	330
300 Associate Professionals nfd	80	25	36	122	39	302	72	597	971
310 Science/Engineering and Related Assoc Profs nfd	11	3	11	14	3	42	6	10	58
311 Medical and Science Technical Officers	34	11	16	48	17	126	26	170	322
312 Building/Engineering Associate Professionals	83	57	175	959	78	1 352	131	447	1 930
320 Business and Administrative Assoc Profs nfd	3	3	0	6	3	15	0	26	41
321 Finance Associate Professionals	75	15	28	28	18	164	33	304	501
329 Miscellaneous Business/Admin Assoc Profs	958	383	451	838	508	3 138	778	6 546	10 462
330 Managing Supervisors (Sales and Service) nfd	32	26	17	84	26	185	47	427	659
331 Shop Managers	7 821	4 049	2 855	14 023	3 536	32 284	8 733	85 409	126 426
332 Hospitality and Accommodation Managers	385	195	178	803	165	1 726	446	4 088	6 260
339 Miscellaneous Mngr. Supervisors (Sales and Service)	631	358	293	3 231	345	4 858	733	5 916	11 507
340 Health and Welfare Assoc Professionals nfd	0	0	0	0	0	0	0	0	0
341 Enrolled Nurses	4	3	4	0	27	38	9	8	55
342 Welfare Associate Professionals	7	0	7	4	4	22	4	20	46
349 Miscellaneous Health and Welfare Associate Profs	3	4	3	0	3	13	3	11	27
390 Other Associate Professionals nfd	0	0	0	0	0	0	0	0	0

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Retail trade ASCO code and occupation	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
391 Police Officers	0	0	0	5	0	5	3	10	18
399 Miscellaneous Associate Professionals	293	90	86	195	127	791	180	1 613	2 584
400 Tradespersons and Related Workers nfd	18	17	33	571	28	667	97	470	1 234
410 Mechanical/Fabrication Engineering Trades nfd	0	0	0	0	0	0	0	0	0
411 Mechanical Engineering Tradespersons	56	41	59	3 320	64	3 540	383	1 733	5 656
412 Fabrication Engineering Tradespersons	4	10	0	405	15	434	59	331	824
421 Automotive Tradespersons	283	258	408	57 410	622	58 981	4 566	21 946	85 493
431 Electrical and Electronics Trades	278	149	351	4 792	226	5 796	591	2 810	9 197
440 Construction Tradespersons nfd	0	0	0	0	0	0	0	3	3
441 Structural Construction Trades	3	3	12	430	4	452	61	340	853
442 Final Finishes Construction Trades	17	8	8	470	18	521	130	761	1 412
443 Plumbers	0	0	6	250	9	265	18	106	389
451 Food Tradespersons	210	145	130	12 834	304	13 623	1 924	11 534	27 081
460 Skilled Agricultural/Horticultural Workers nfd	0	0	0	0	0	0	0	0	0
461 Skilled Agricultural Workers	0	0	3	8	3	14	3	16	33
462 Horticultural Tradespersons	128	81	118	406	97	830	132	1 225	2 187
490 Other Tradespersons and Related Workers nfd	3	3	0	3	0	9	3	24	36
491 Printing Tradespersons	11	11	13	158	30	223	28	232	483
492 Wood Tradespersons	29	9	7	251	10	306	45	337	688
493 Hairdressers	3	0	0	196	8	207	16	46	269
494 Textile, Clothing and Related Trades	122	189	114	977	184	1 586	507	2 812	4 905
498 Miscellaneous Tradespersons and Related Wkrs	280	315	155	2 030	343	3 123	777	4 400	8 300
500 Advanced Clerical and Service Workers nfd	0	0	0	0	0	0	3	0	3
511 Secretaries and Personal Assistants	414	429	322	382	890	2 437	1 599	8 010	12 046
590 Other Advanced Clerical and Service Wkrs nfd	0	0	0	0	0	0	0	0	0
591 Advanced Numerical Clerks	486	313	342	340	460	1 941	908	7 228	10 077
599 Miscellaneous Advanced Clerical and Service Wkrs	120	59	118	177	91	565	111	1 061	1 737

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Retail trade ASCO code and occupation	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
600 Intermediate Clerical, Sales and Service Wkrs nfd	17	7	20	47	34	125	42	377	544
610 Intermediate Clerical Workers nfd	0	0	0	0	0	0	3	17	20
611 General Clerks	455	268	262	441	630	2 056	1 211	11 238	14 505
612 Keyboard Operators	132	71	90	59	199	551	269	2 394	3 214
613 Receptionists	110	86	111	129	295	731	380	3 029	4 140
614 Intermediate Numerical Clerks	349	166	374	268	351	1 508	519	5 203	7 230
615 Material Record and Despatch Clerks	475	161	257	705	360	1 958	627	7 931	10 516
619 Miscellaneous Intermediate Clerical Workers	209	65	104	833	168	1 379	241	2 081	3 701
621 Intermediate Sales and Related Workers	1 682	818	808	6 194	1 151	10 653	2 577	28 784	42 014
630 Intermediate Service Workers nfd	3	0	0	3	0	6	3	16	25
631 Carers and Aides	45	32	22	137	35	271	64	465	800
632 Hospitality Workers	222	67	133	135	152	709	476	4 912	6 097
639 Miscellaneous Intermediate Service Workers	156	135	117	292	138	838	442	1 420	2 700
700 Intermediate Production and Transport Wkrs nfd	19	15	16	95	42	187	102	1 151	1 440
710 Intermediate Plant Operators nfd	0	0	0	4	3	7	3	20	30
711 Mobile Plant Operators	21	5	13	135	29	203	81	1 064	1 348
712 Intermediate Stationary Plant Operators	4	8	3	82	11	108	25	275	408
720 Intermediate Machine Operators nfd	42	18	16	99	20	195	91	754	1 040
721 Intermediate Textile/Clothing/Related Mach Ops	32	22	31	87	43	215	133	1 368	1 716
729 Miscellaneous Intermediate Machine Operators	22	15	32	145	37	251	93	915	1 259
731 Road and Rail Transport Drivers	338	138	214	1 572	282	2 544	779	10 882	14 205
790 Other Intermediate Prod'n and T'port Wkrs nfd	0	0	0	3	3	6	0	42	48
791 Intermediate Mining and Construction Workers	26	14	26	385	39	490	95	823	1 408
799 Misc Intermediate Prod'n and Transport Wkrs	1 016	370	599	234	1 059	5 978	3 460	44 639	54 077
800 Elementary Clerical, Sales and Service Wkrs nfd	16	5	9	27	21	78	67	820	965
811 Elementary Clerks	55	28	25	40	62	210	135	1 261	1 606

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Retail trade ASCO code and occupation	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
820 Elementary Sales Workers nfd	66	17	46	41	65	235	167	2 140	2 542
821 Sales Assistants	9 912	4 249	4 602	10 226	7 138	36 127	21 681	233 194	291 002
829 Miscellaneous Elementary Sales Workers	1 751	666	989	2 441	1 574	7 421	6 388	69 924	83 733
831 Elementary Service Workers	90	49	46	257	103	545	406	3 150	4 101
900 Labourers and Related Workers nfd	38	15	13	81	32	179	195	2 052	2 426
911 Cleaners	175	121	102	1 032	195	1 625	898	10 637	13 160
920 Factory Labourers nfd	0	3	0	3	0	6	0	11	17
921 Process Workers	67	27	21	295	50	460	194	2 364	3 018
922 Product Packagers	119	52	69	169	132	541	411	6 150	7 102
990 Other Labourers and Related Workers ntd	0	0	0	0	0	0	0	11	11
991 Mining, Construction and Related Labourers	6	3	5	53	7	74	28	319	421
992 Agricultural and Horticultural Labourers	81	49	67	164	83	444	132	1 627	2 203
993 Elementary Food Preparation and Related Wkrs	475	234	319	818	451	2 297	3 152	31 501	36 950
999 Miscellaneous Labourers and Related Workers	65	37	37	468	82	689	243	2 915	3 847
099 Inadequately described	162	79	75	652	77	1 045	350	2 482	3 877
Not stated	125	52	43	504	71	795	976	4 091	5 862
Not applicable	–	–	–	–	–	–	–	–	–
Total	**49 000**	**18 430**	**18 692**	**144 724**	**25 563**	**257 009**	**75 452**	**704 187**	**1 036 648**

Note: ntd – not further defined

Source: ABS, 1996 Census of population and housing

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Table A7.5: Educational attainment by industry and occupation (1-digit ASCO) employed persons with post-school qualifications, 1996 Census (per cent)

Retailing industry

ASCO code and occupation	Retail trade
	%
1 Managers and Administrators	37.9
2 Professionals	63.0
3 Associate Professionals	27.8
4 Tradespersons and Related Workers	60.8
5 Advanced Clerical and Service Workers	20.7
6 Intermediate Clerical, Sales and Service Workers	21.8
7 Intermediate Production and Transport Workers	13.2
8 Elementary Clerical, Sales and Service Workers	11.6
9 Labourers and Related Workers	9.1
0 Inadequately described	27.0
Not stated	13.6
Not applicable	–
Total	**24.8**

Source: ABS, 1996 Census of population and housing

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Table A7.6: Employment in retailing by sub-sector, November 1987–1997 (ABS labour force survey)

	Nov.1987	Nov.1988	Nov.1989	Nov.1990	Nov.1991	Nov.1992	Nov.1993	Nov.1994	Nov.1995	Nov.1996	Nov.1997
Retail total	1035.8	1059.8	1127.6	1114.6	1075.5	1093.6	1116.1	1196.5	1221.2	1261.6	1277.5
Food	355.5	377.6	397.5	392.7	399.2	404.9	398.9	430.5	454.2	475.7	491.4
Personal and household good	458.9	456.2	483.9	473.7	450.2	456.1	475.1	521.3	510.7	530.1	532.4
Motor vehicle sales and services	221.4	226.0	246.2	248.2	226.1	233.0	242.1	244.7	256.3	255.8	253.7

Source: ABS, Labour force survey, 1987–1997

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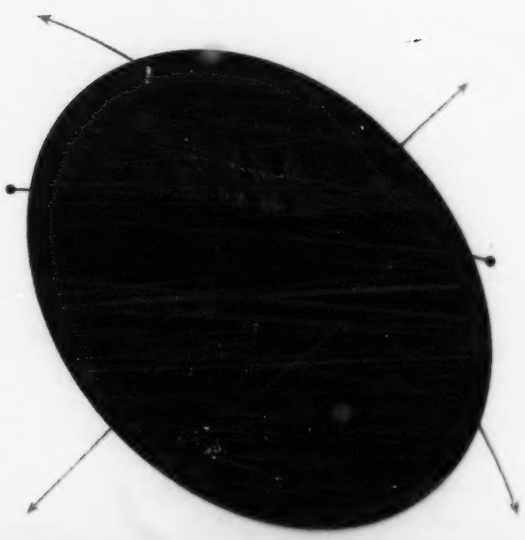

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